Netergy Advanced Telephony System

Netergy Communications Center

An integral part of the Netergy™ Advanced Telephony System (ATS), the Netergy Communications Center software with Call Announcer provides users with an unprecedented level of flexibility and control over their telephones. The Communications Center uses the graphical power of today's personal computers to let users configure and control their phones with point-and-click simplicity. The Communications Center provides Caller ID, deflection to voicemail, call transfers, conference call setup, on-screen directories, contact management and call logging. It also lets users setup and control their voicemail, set forwarding numbers and filters, and setup personal speed dials simply and easily.

The Netergy Communications Center is comprised of two components: the Call Announcer, a non-intrusive Caller ID pop-up, and a full-featured communications management program.

Call Announcer
The Netergy Call Announcer pops-up in the lower right-hand corner of the screen any time the user's phone rings, showing the user who is calling (name or phone number). Call Announcer's three buttons allow the user to answer the call, deflect the call to voicemail or show the complete Communications Center screen with a single mouse click. During a call, Call Announcer shows the duration of the call and displays Hold, End and Show Info buttons. Call Announcer is a locally installed Java applet that is always active.

Communications Management
The Netergy Communications Center interface is divided into four regions: the Active Call area, the Directory Area, the Contact Management area and the Voicemail area. The juxtaposition of these four areas allows the user to easily manage contacts and direct calls, all without having to remember complicated telephone keypad command sequences. In addition, the interface provides tabs for setting preferences, creating speed-dial lists and managing call-forwarding settings.

Call Management
The Active Call area shows the name of the caller and the duration of the call. To transfer a call, the user simply double-clicks on a name in the directory (or presses the Hold button and dials the new number). Setting up a conference call is just as easy: click once on a name in the directory and select "Add this person to call" from the pop up menu. Finally, a telephone system that everyone can use.

Contact Management
The heart of the Communications Center is its contact manager, which integrates a custom user contact list and call log, allowing users to easily organize and track contacts with business associates, vendors, family and friends. Contact records include address, company and title fields, in addition to multiple phone numbers. Especially important is the ability to assign user-defined attributes to each contact, making it easy to sort contacts when looking for a specific type of vendor or customer. The call log includes the ability to record calls in progress, as well as make text notes, helping users keep up to date on relationships.
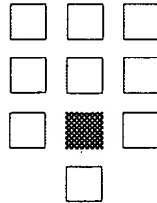
Call Control Features
- Call back
- Call forwarding
  (on busy, no answer, unconditional)
- Caller ID/call waiting ID
- Call waiting
- Deflect alerting call
- Hold/retrieve call
- Originate/terminate call
- Multi-way conferencing
- Transfer call
- Simultaneous text messaging

Phone Management Features
- Do not disturb
- Message waiting
- Multiple lines per extension
- Speed dial (programmable per user)
- Volume control

Contact Management Features
- Custom contact list
- Call recording (with alert)
- Communication log
- Company directory
- Name, address, title fields
- Multiple phone number fields
- User-definable attributes

Voicemail Management
(requires Netergy Voicemail Module)
- Auto message decay
- Caller identification
- Drag and drop forwarding
- One button call back
- Playback advance and rewind buttons
- Variable playback speed

Netergy Communications Center Platform Requirements
Browser
- Netscape Communicator 4.0
- Internet Explorer 4.0

Netergy Call Announcer Platform Requirements
Operating system
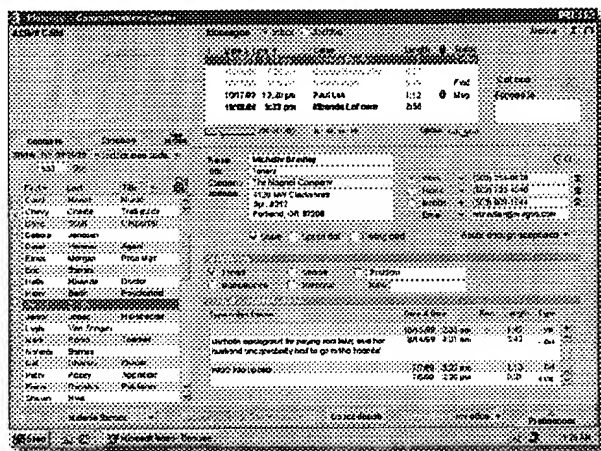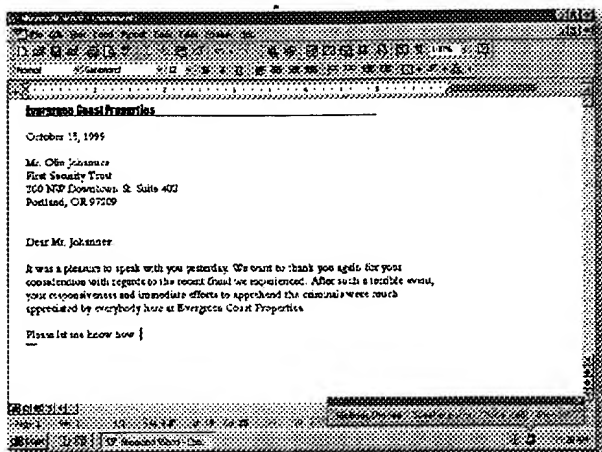- Windows 95, 98, NT, 2000
- MacOS 8
- Solaris 7.0
- Linux
Memory
- 32 MB
Free disk space
- 400 MB

Voicemail Control

The Communications Center takes voicemail control and configuration to a new level by allowing users to visually identify the callers who have left voice messages and listen to messages in any order. The Communications Center also lets users adjust playback speed, rewind or advance messages and then return or forward messages with a mouse click or two. Heard messages automatically decay over a period of 24 hours, disappearing unless the user locks them, making maintenance a snap.

Complete Portability

As a Web-based interface served by the Netergy iPBX Server Software, the Communications Center can be used from any workstation or PC that supports Netscape Communicator or Internet Explorer browsers. Use of a browser also allows users to access the Communications Center from any location: the office, at home or a hotel room. This portability lets users access voicemail and change forwarding rules, filters and other settings from anywhere, making the Communications Center a telecommuter's dream.

Simple Configuration

The Preferences tab lets users set forwarding rules, voicemail greetings and proxies, speed dialing, ringing behaviors, and more, all without having to navigate complicated voice menus. With the ability to set preferences from anywhere, users can move their virtual offices to their home or a hotel room with just a few mouse clicks, finally making telecommuting seamless and simple. And the advanced follow-me function lets busy travelers provide their customers and friends with a single number rather than three or four, lowering frustration levels and increasing customer confidence.